



# Department of Accounts Charge Card Bulletin

April 6, 2007

Bulletin 2007-04

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Charge Card Administration

## Contact Us

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## Crucial Dates

## Changes in Turbo File Requirements

On all Turbo files (Purchase Card, Individual Liability Travel Card and Agency Travel Card) any fields which require the cardholder's Date of Birth, should be in the following format:

MMDDYY

Month (2 digits) DAY (2 digits) Year (2 digits)

Updated Instructions for all 3 Turbo file formats are available by emailing [CCA@doa.virginia.gov](mailto:CCA@doa.virginia.gov). Please identify which Turbo file format you are requesting (PCard, Employee Travel, Agency Travel or all).

## Delay in SAM data for April Cycle Close

Data delivery to SAM will be delayed one (1) day in April due to a MasterCard system upgrade. Specifically, April's cycle closes on Monday, April 16<sup>th</sup>; therefore, SAM will be populated with data through April 16<sup>th</sup> on Thursday, April 19<sup>th</sup>. NetService will not be affected by this upgrade and agencies can access their bill on Tuesday, April 17<sup>th</sup> as normal.

Agencies that have mappers or special customized reports **will not** be affected by this upgrade.

## Changes to GE Statements

All GE statements will have a new field added to the details for each transaction beginning with the statement on April 16, 2007. The field now being displayed for each transaction is CM Ref. This field will display any additional Order number data that a vendor passes with the MasterCard transaction. For example, Fisher Scientific passes the PCO number from eVA with each transaction; therefore, any transaction for Fisher will have the CM Ref populated.

Not all vendors have the ability to pass this field. Most vendors who accept MasterCard are a Level 1 vendor which means they can only pass the total transaction amount, transaction date and merchant information. Vendors who are Level 2 or Level 3 can pass the Order number along with other information.

In order to determine what Level a vendor is, there is a Public Query in SAM available to you called Merchant Data Level which you can open it and

#### April 11<sup>th</sup> at 10am

Monthly PA Call

#### April 16<sup>th</sup> at 11:59pm

Cycle Closes

#### May 2<sup>nd</sup> at 10am

Monthly SAM Training

#### May 9<sup>th</sup> at 10am

Monthly PA Call

#### May 15<sup>th</sup> at 11:59pm

Cycle Close

#### Sept 9<sup>th</sup> -13<sup>th</sup>

GE's Annual User's Conference

#### October 10<sup>th</sup> - 12<sup>th</sup>

VAGP Fall Conference

Cavalier, Virginia Beach

#### October 29<sup>th</sup> - 31<sup>st</sup>

DGS/DPS Procurement Forum

Hampton Virginia

#### GE Contact Information

##### Customer Service for PA's

Email: Cov.Crr@ge.com

Phone: 1-866-843-1368 option 1

##### Help Desk for PA's with SAM

Email: Cov.Crr@ge.com

Phone: 1-866-843-1368 option 3

##### Customer Service for Cardholders

Phone: 1-866-834-1327

Overseas Collect:

801-464-3232

update the field of "Merchant Name Like" and type in the merchant name. The last field is the query will display a 1, 2 or a 3 which tells you what level that merchant is. If a vendor is a level 2 or 3 and they are not passing the Order number in the field on the bills, please email [cca@doa.virginia.gov](mailto:cca@doa.virginia.gov) with the information to work with the vendor to see about passing that data.

If the query does not pull back correctly it could be do to the name of the vendor being passed by MasterCard. Use your Query knowledge from SAM trainings to modify the criteria or if you need further assistance you can call the GE Help desk at 866-843-1368 option 3 for further assistance.

## GE's Annual User's Conference

GE has released more information about their Annual User's Conference being held this year from September 9<sup>th</sup> through September 12<sup>th</sup> in Park City, Utah at the Zermatt Resort ([www.zermattresort.com](http://www.zermattresort.com)). At this time we are asking that if you are interested in attending this event, please email [Valerie.Smith@doa.virginia.gov](mailto:Valerie.Smith@doa.virginia.gov). We are trying to secure rooms at a government rate and need to have an estimated head count to provide the resort. By emailing DOA you are not committing you or your agency to attending. As soon as more information on the conference is available we will release it.